

Update: Going from Good to Great

In just six weeks, the Clinical Services Action Plan team have pulled together some really interesting data about what we do, how we do it and what we think about the challenges and opportunities we face.

"The Steering Group has learned that we have the highest rates of access to publicly funded medical and surgical services in the country," says project leader Joy Cooper. "We also have high rates of Emergency Department presentations and we are high users of primary health care, but that we cannot afford to continue at this level if we carry on working as we do now. However nearly everyone we have talked with has a clear view that we could improve services for patients and reduce costs if we put better systems and processes in place. This is most encouraging."

The next six weeks will be a busy and interesting time as we explore how things should be done differently to improve the health of our population, people's experience of health services, manage costs, and identify the actions that will need to be implemented to make the changes," says Joy. "There have been a series of presentations which will be available shortly on the Intranet. If anyone wants to see them in the meantime, contact me, Carol MacDonald or Darryl Oldfield."

This week Chris Mules from the Ministry of Health was at Wairarapa Hospital to talk to DHB staff about the work the Ministry is doing to plan for the future of health services, and how our Clinical Services Action Plan could fit in with that.

Other 'Going from Good to Great' projects moving ahead include the Clinical Administration Review. This project is looking at the range of clinical and administrative duties completed by front-line clinicians and how clinician's time could be freed up to provide clinical care. "We will be surveying staff over the next few weeks," says project leader Simon Everitt. "Fred Wheeler will be discussing a range of key

questions with clerical staff about how we could better help free up clinical staff time for quality patient care and I'm currently organising meetings with the medical staff to gather their ideas about how we can best support them administratively," says Simon.

The project will be completed in three phases, focusing first on how we support medical staff, then nursing and allied staff, then the wider DHB, eg: mental health and public health.

A project group has been established, which includes staff union representation. Simon is also leader of a smaller project to benchmark our hospital pharmacy services against other similar sized hospitals. This project is looking at hospital pharmacy spend per bed day, Emergency Department pharmaceutical spend per attendance, comparison of high cost items and quantities used, and antibiotic policy and usage. The hospital pharmacy team is actively involved in this project.

The Transport Review Project team are in the midst of interviewing those involved with requesting or providing transport services, and have requested data form various sources about transport use.

The Nursing Workforce Project team has had the first meeting of their reference group, and have started analysis of payroll and financial data.

"There is a tremendous amount of work happening to better understand our situation," says CE Tracey Adamson. "It's very clear we are coming from a position of strength, and there are some exciting opportunities for making our services more patient focused, while living within available resources."



More dementia beds for the Wairarapa

Presbyterian Support Central and the DHB have agreed to increase the number of dementia beds available at its Enliven Kandahar Court Home in Masterton.

Kandahar Court's independent living area will be converted into a Safe Care Unit offering up to 12 beds as part of an effort to address the critical shortage of dementia facilities in the region. Rooms at the new unit are expected to be available within eight weeks.

Because there have been so few beds available Wairarapa families have had to settle their loved ones out of the region. The opening of additional dementia beds will allow people to be cared for in a safe environment closer to their family. It will also allow some people with dementia to relocate from other areas back to the Wairarapa. The DHB and Presbyterian Support are now working together to prepare for the opening of the additional dementia care beds.

Smoke free and loving it



Ask about the Elephant

This is an online learning tool designed to help health workers give up smoking. It takes less than an hour to complete and you can choose to do it in your own time or you can go through it in a group session with Smokefree Coordinator, Linda Spence.

When: June 12th at 9am, 10am, 11am or 12 or
June 15th, 17th, 19th at 9am, 10am, 11am or 12.

Where: HR Room D

The programme gives you practical information about the key steps in helping others who smoke and nicotine replacement therapy. On completion you can register as a Quit Card provider and you gain a certificate for professional development. Ring Linda Spence for more details: 5727 (Mondays and Thursdays)

Quitting smoking has paid Rehab nurse, Ryan Soriano, big dividends. He reckons he has saved \$5000 since he gave up the habit a year ago and he has put the money down on a new car. In three more smokefree years he will have completely paid off the car.

This time last year he was smoking 30 a day starting in the morning when he woke with a coffee and always a cigarette. He knew it was costing him money and was affecting his health but he needed help to stop. He knew it wasn't going to be easy because he had been smoking since he was 17. "In the Philippines cigarettes were so cheap and there was easy access regardless of age. They were also available singly out of the packet and that, along with peer pressure, encouraged me to smoke. My parents both smoked, so it was normal, acceptable."

Ryan was still smoking heavily when he came to Wairarapa Hospital in 2004 and remembers going off campus to socialise with a community of smokers from different departments of the hospital out by the old pool. "I have tried to give up three times. The first time I went cold turkey, but that didn't help because my friends outside work all smoked. The second time I sought help

from a Quit Coach at Whaiora and I was going quite well until my mother got sick and I gave into it again. Last year I tried again with Tina Te Tau as my cessation coach. She helps me keep on track. I started with patches but found I was allergic to them and changed to the gum which I chew regularly. It also helped that two other Rehab nurses were also quitting and so we supported each other. Now we are all smokefree."

Ryan has also used the online learning tool for health professionals who want to give up smoking. It provides practical information about quitting, statistics, personal stories and videos. "It was really helpful and the stories powerful. It took only 30 minutes and it was informative and interesting. Now that I have completed the module I am officially a Quit Card provider and can provide people who smoke access to subsidised Nicotine Replacement Therapy (NRT)."

"Now the difference is amazing. My sense of smell is better, I am breathing better (before my nose was always blocked) and I am no longer catching my breath when I rush somewhere. And of course I have saved lots of money."

Flu vaccination winners

338 staff members were vaccinated this year. That compares with 247 last year and represents a 36% increase. It is the best ever staff uptake. Outpatients, with nearly 100% of staff protected, was the department with the highest rate of vaccinations and they win two movie vouchers.

Sanoffi Aventis, the vaccine supplier, donated three \$100 Medical Book Vouchers. Winners are Dianne McCallum, Debi Lodge-Schnellenberg and Christine Bowden.

We also congratulate the immunisation team who worked hard to encourage staff to protect themselves from flu. Thanks too to the cafe staff who produced more than 200 flat whites, long blacks and lattes for those who rolled up their sleeves.

Everyone is a winner in this campaign.

Infection Control nurse Lizzie Daniell presents the Outpatients team with their movie passes.

Left to right: Janet Hodge, Lizzie Daniell, Mary Anderson, Lucinda Tomlin, Mair Moorcock, Fiona Terry, Maria Jaquiere

